

QUICKLY CHECK the status of your Cigna claims

Reduce the time you spend tracking claim submissions using an electronic solution that fits your needs. We offer two options – the Cigna for Health Care Professionals website (CignaforHCP.com) and electronic data interchange (EDI).

CignaforHCP.com claims inquiry options

- Look up a medical claim using the patient's name or Cigna ID number, the claim or reference number, or the patient account number assigned by your office.
- View the service line detail for each medical claim, including:
 - Amount not covered
 - Patient responsibility
 - Remark codes, explaining how the service line was processed
- View medical claim payment information, including:
 - Claim paid amount
 - Check or remittance tracking number
 - When the check or electronic fund transfer (EFT) was issued, the payment method, and the date it cleared
- View remittance reports for medical EFT payments.

If you're not yet registered for the Cigna for Health Care Professionals website, go to CignaforHCP.com and click "Register Now."

Use the automated solution that best fits your needs



To learn more about claims status inquiry using CignaforHCP.com or EDI, log in to CignaforHCP.com > Resources > eCourses, or call 1.800.88Cigna (882.4462).

EDI claims inquiry options

- Easily track claim status with multiple payers through an EDI vendor, or by using Post-n-Track® software.
- Receive a response within seconds.
- Look up a claim using the patient's name or Cigna ID number, or the claim or reference number.
- Obtain claim status for your medical, dental, or behavioral claims using the HIPAA standard health care claim status codes.
- View claim payment information, including:
 - Amount paid
 - When the check or EFT was issued, and the date it cleared

You have two options for exchanging EDI transactions with Cigna – by connecting directly to the Cigna system using software from Post-n-Track, or through other EDI vendors.

Post-n-Track – Post-n-Track software is available at no cost to health care professionals in the Cigna network, is easy to use and install, and can be downloaded in less than five minutes. No changes are required to your existing claim system. To enroll, contact Post-n-Track at 860.257.2030, or log in to Post-n-Track.com and click "Enroll."

Other EDI vendors – To provide you with more connectivity options, Cigna continues to add to the list of connected EDI vendors. For the latest list of EDI vendors and transactions they support, visit Cigna.com/EDIVendors. If you have questions about transactions submitted through your EDI vendor, please contact the vendor directly.

GO YOU®



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